GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2965
ANSWERED ON:16.12.2015
Revenue and Market Share of India Post
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the revenue and market share of India post has been declining;

(b) if so, the details of revenue generated separately from different segments such as parcel and speed and post expenditure incurred along with market share of India post during the last three years and the current year;

(c) whether Government proposes to introduce some scheme on Public Private Partnership (PPP) model and if so, the details thereof;

(d) whether India post is paying special focus on parcel segment and plan to establish 48 new set of parcel centres and if so, the details thereof; and

(e) the other measures taken by the Government to improve the postal delivery system of India post and increasing its revenue?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) No Madam, the Postal Department has been continuously earning higher revenue every year and its share of revenue has been increasing year after year.

(b) Not applicable in view of reply at (a) above.

(c) No Madam.

(d) & (e) Yes Madam, 48 dedicated Parcel Centres have been established in 2014-15 and another 9 have been established this year. Department is laying special emphasis on the Parcel segment through upgradation of Parcel infrastructure, improving the delivery system and revamping parcel transmission modes and routes. Some measures taken to improve quality of parcel service are as follows:-
i. The Parcel transmission & delivery network is being continuously reviewed and monitored for checking and improving efficiencies and better service quality.

ii. The Department of Posts offers end-to-end track & trace for Speed Post, Registered and other parcels through its website (www.indiapost.gov.in). This track and trace facility is available to retail as well as bulk customers for tracking the consignments on a real time basis.

iii. Department is developing its Road Transport Network for fast and secure transmission of parcels on identified routes. 11 major routes have been started this year.

iv. Department has introduced Mechanized Nodal Delivery of parcels from identified delivery centres in certain cities.

v. GPS devices have been installed in mail vans and other security measures improved.

vi. As a result of the efforts towards improving the quality of its services, the revenues of the Department have been consistently growing in the last several years.

Trend of Revenue Growth (Rs. In crore)

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Item FY 2012-13 FY 2013-14 FY 2014-15
Total Revenue 9366,60
10730.42
11635.98

(vii) Parcel revenue registered 37% growth in 2014-15. 117% growth in parcel revenue till 31st October 2015 in the current financial year.

(viii) Rs. 970 Crore Cash On Delivery collection done by Department of Posts till November 2015.

(ix) Speed Post revenue growth in the current financial year is more than 16%. CAG report laid in Parliament on 8th May 2015 highlighted that Speed Post is far better than private couriers, in terms of reach, assured delivery and delivery time.